SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
June 20, 2001

Agenda Items

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Sequencing FY02-06 IM services (Kruse)

Status of Previous Action Items

The following action items, and their status to date, were summarized as follows:

Action Item	Status
1. Follow up with Outlook users who are having problems with their auto archive feature and provide a status update at next week's meeting. (Baker)	Completed.
2. Provide an update on the number of requests for Palm Pilots at next week's meeting. (Baker)	Completed. No requests have been made to SCSC since the last CIAG meeting.
3. Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)	Ongoing. SC-65 is reviewing the service level agreement. An update will be provided at next week's meeting.
4. Send an e-mail to all of SC explaining what ADSM is, and that, while it has been available as a standard feature, it will not be provided as part of the standard Windows 2000 desktop. Tell users that ADSM will be available on request for anyone wishing to use it. (Baker)	Decision on ADSM deferred until completion of Windows 2000 Rollout.
5. Review the draft FY '02 – '06 IM Strategic Plan and provide input on re-sequencing projects and services at next week's meeting. (CIAG)	Completed. See Sequencing FY02-06 IM Services discussion below.
6. Brief the OAs on the draft FY '02 – '06 IM Strategic Plan and invite them to next week's CIAG meeting if they have input on re-sequencing the projects/services. (Griffin)	Completed.
7. Schedule a briefing on the SC Intranet Portal (SCIP) and the Electronic Information Management (EIM) project. (Rice/Hughes)	A SCIP briefing is scheduled for 6/27/01 and an EIM briefing is scheduled for 7/11/01.
8. Follow up with Steve Buswell concerning individuals in SC-7 who are having problems with Word Perfect. (Baker)	SCSC is in the process of working with these individuals.
9. Make a request to the CIO's office to include field offices in Outlook's global directory. (Griffin)	Completed. Awaiting the CIO's response.
10. Provide cost estimate for outsourcing 10,000 page scanning request. (Kruse)	The cost will vary depending on user specifications. Kruse will request specs from the user who made the request. An update will be provided at the next meeting.

Support Center Items

The following information and updates were provided (See the above action item discussion for additional updates):
- The SC User Exchange List was provided.
- The Windows 2000 pilot is scheduled for completion by the end of this week. Much of the feedback from users, according to Baker, relates to aesthetics. SCSC plans to begin rolling out Windows 2000 to all users on 7/9/01.

Sequencing FY02-06 IM services

Program Organizational Administrators, along with the CIAG, provided input to re-sequencing the FY '02-'06 IM Services. The requests made pertained to Execution Work Management (EWM), Worksheet Exchange (WSX), and services resulting from the CIAG visioning sessions (see today's action items for the specific requests made). The following requests will be incorporated into the FY '02- '06 Strategic Plan for review by Greg Dilworth, Dean Oyler, and Curt Bolton:

> Execution Work Management (EWM)
> - Make EWM 2.0 a higher priority than Management Package 1.0.
> - Extract budget capabilities.
>
> Worksheet Exchange (WSX)
> - Breakout formulation and execution capabilities.
> - Define capabilities by role (Program/Budget Office).
>
> Other
> - Re-sequence the following in the order provided:
>   1. Conference Facilities Upgrade
>   2. Unified Messaging
>   3. Voice Recognition
>   4. Desktop Conferencing

Other Items

Dick Yockman asked CIAG members to provide the names of their lead program web masters so that he can respond to an Internet privacy request made by the DOE Secretary. All names, with the exception of SC-30 and SC-80, were provided at the meeting. CIAG members representing these programs will provide names to Yockman off-line.

Action Items

- Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)
- Follow up with Steve Buswell concerning individuals in SC-7 who are having problems with Word Perfect. (Baker)
- Provide an update on the cost estimate for outsourcing a 10,000 page scanning request once scanning specifications are provided by the individual who made the request. (Kruse)
- Provide names of lead program web masters to Dick Yockman. (Caryle Miller & Jane Hiegel)
- Incorporate requested changes (see discussion above) into the FY '02 – '06 Strategic Plan and report changes to Dean Oyler, Curt Bolton, and Greg Dilworth. (Kruse/Griffin)
- Follow up with the CIO's office to see what their plans are for upcoming phone system technology in order to understand the impact on SC needs for conference facility upgrades. (Griffin)

Proposed 6/27/01 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Procurement Requests (Griffin)
- Infrastructure Support Center (Baker/Hall)
- SC Intranet Portal (Hughes)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	**Greg**	**SC-17**	**3-2873**
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Bolton	Curt	SC-55	3-4914
Centeno	Kathi	SC-65	3-5472
Corcoran	Joanne	SC-72	3-6488
Forsythe	Todd	SC-65	3-6409
Harrel	Chris	SC-65	3-9361
Hiegel	Jane	SC-30	3-5800
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Yockman	Dick	SC-65	3-3394
Kilroy (OA)	Susan	SC-31	3-9950
Sier (OA)	Donna	SC-22	3-4360
Ashton (OA)	Christie	SC-13	3-0511
Talamini (OA)	Karen	SC-14	3-4563
May (OA)	Brenda	SC-23	3-3613